

CITY OF SALINA
POSITION DESCRIPTION

CLASS TITLE: Customer Account Clerk GR: F FLSA: NE DATE: 11/3/2016

DEPARTMENT: Finance DIVISION: Customer Accounting

REPORTS TO: Customer Acct. Super. APPROVED: _____ JOB CODE: 1020

GENERAL DESCRIPTION:

Under general supervision, explains departmental policies to customers; performs billing procedures and financial record keeping; serves as cashier in utility customer service unit. Work varies, exercises limited judgement within prescribed standards and procedures allowing for some leeway for discretion and independent action.

TYPICAL DUTIES:

- Maintains and balances the water customer accounting records
- Prepares and enters data in the computer for customers; receives customer service request and enters on computer
- Answers inquiries and provides customer service in-person and via telephone
- Prepares water customer accounting financial statements; makes deposits, reconciles cash drawers; routinely handles a large amount of money;
- Performs overtime as needed and other duties as assigned.

SUPERVISION - RESPONSIBILITY FOR WORK OF OTHERS:

None

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS:

High school diploma or equivalent; ability to type min. of 40 wpm; 2 years experience in bookkeeping, customer service or clerical work preferred.

RESIDENCY REQUIREMENTS:

None

ESSENTIAL JOB FUNCTIONS:

Establish and maintain effective working relationships with fellow employees, officials and the public. (Daily)

Post to and maintain accurate accounting records on a timely basis in accordance with established procedures. (Daily)

Type accurately at or above 40 words per minute. (Daily)

Enter customer account data in billing system accurately and efficiently.

Organize files and maintain accurate records. (Daily)

Provide supervisor with reports in a timely manner. (Daily)

PHYSICAL DEMANDS OF ESSENTIAL JOB FUNCTIONS:

Work Type: Light, exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Climbing/Balancing: Minimal, ability to sit and stand

PHYSICAL DEMANDS OF ESSENTIAL JOB FUNCTIONS (cont.):

Walking: Minimal amount required

Stooping/Bending: Frequently

Stand/Sit: Sit about 75 percent of the time

PHYSICAL DEMANDS OF ESSENTIAL JOB FUNCTIONS CONTINUED:

Reaching: Occasional, overhead as well as horizontal

Vision: Adequate to perform essential job functions

Color Vision: Adequate to perform essential job functions

Hearing: Adequate to perform essential job functions

Speech: Frequently express ideas and be understood

Eye/Hand/Foot Coordination: Frequently operates equipment requiring moderate ability

Manual Dexterity: Frequently operates equipment requiring moderate ability

ESSENTIAL JOB FUNCTION EXPOSURES:

Inside/Outside: Work inside

Cold/Heat: Controlled

Wet/Dry: Controlled

Noise/Vibrations: Office equipment

Hazards: None

Fumes/Dust/Odors: Minimal exposure

Infectious Diseases: Low exposure

MENTAL REQUIREMENTS OF ESSENTIAL JOB FUNCTIONS:

Ability to listen and apply information and instructions.

Ability to understand and apply mathematical concepts accurately.

Ability to read and comprehend written material.

Ability to organize files and effectively retrieve data.

Ability to work under some stressful conditions and meet deadlines.

MACHINES, TOOLS, EQUIPMENT AND WORK AIDS USED:

Telephone, ten-key calculator, computer, inserting machine, printer, copy machine, fax

REMARKS:

The above position description is intended to describe the duties of an employee in general terms and does not necessarily describe all of his/her duties.